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August 6, 2002

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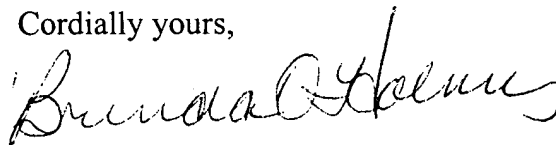
Re: U.S. Patent Application Serial No: 09/474,643
"System and Method for Eliminating an Unnecessary
Dispatch of a Service Technician"
Inventors: Cheryl C. Haynes, Trena L. Smith and Ronald D. Stanley
BellSouth File: 98041
Our File: 36968/211182 (19260-1800)

Dear Nancy:

In response to an Office Action mailed May 8, 2002, we filed a Response to an Office Action on August 6, 2002 in the United States Patent and Trademark Office for the above-identified patent application. Copies of the papers as filed are enclosed for your records.

If you have any questions regarding the above, please do not hesitate to contact me.

Cordially yours,



Brenda O. Holmes

BOH/djc
Enclosure

cc: Lesley L. Andrew, Paralegal

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